

ABSTRACT

A method and system for facilitating rental of self-storage rental units is operative to establish interactive communication between a potential customer located at a rental site service area and a remote manager who can recommend one or more storage units that meet the customer's size needs and time availability. The manager can direct the customer through a security gate to specific storage units for inspection, and guide the customer in completing a rental agreement for a selected storage unit at the customer service area. Telephonic communication between the customer and the remote manager is established via a public switch telephone network. The remote manager can provide instructions and answer questions while observing the customer's movements, and can verify information inserted on the rental agreement through strategically placed cameras within the customer service area. Security cameras enable the remote manager to observe the rental unit site. This abstract is provided to comply with the rules requiring an abstract that will allow a searcher or other reader to quickly ascertain the subject matter of the technical disclosure. It is submitted with the understanding that it will not be used to interpret or limit the scope or meaning of the claims. 37 CFR 1.72(b).